

This notice in TED website: <http://ted.europa.eu/udl?uri=TED:NOTICE:185153-2016:TEXT:EN:HTML>

**Germany-Frankfurt-on-Main: ECB - Provision of an online registration tool for visitors (lot 1) and events (lot 2)  
2016/S 104-185153**

**Contract notice**

**Services**

Directive 2014/24/EU

**Section I: Contracting authority**

I.1) **Name and addresses**

European Central Bank  
Sonnemannstraße 22  
Frankfurt-on-Main  
60314  
GERMANY  
Contact person: Manuela Mawick  
Telephone: +49 69/13440  
E-mail: [procurement@ecb.europa.eu](mailto:procurement@ecb.europa.eu)  
Fax: +49 69/13447110  
NUTS code: DE712

**Internet address(es):**

Main address: <http://www.ecb.europa.eu>

I.2) **Joint procurement**

I.3) **Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://www.ecb.europa.eu/secure/procurement/login.html>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted to the abovementioned address

I.4) **Type of the contracting authority**

European institution/agency or international organisation

I.5) **Main activity**

Economic and financial affairs

**Section II: Object**

II.1) **Scope of the procurement**

II.1.1) **Title:**

Provision of an online registration tool for visitors (lot 1) and events (lot 2).  
Reference number: PRO-001750.

II.1.2) **Main CPV code**

48000000

II.1.3) **Type of contract**

Services

II.1.4) **Short description:**

The European Central Bank (ECB) is seeking through this open procedure a supplier for the provision of an online registration tool for visitors (lot 1) and events (lot 2) and intends to award a contract (the 'contract') for each lot to the supplier offering the best value for money. For lot 1, the ECB seeks to procure a service provider for an online visitor registration tool and support to enable the scheduling and to facilitate the registration and management of individual visitors and visitor groups of the ECB visitor centre, standard lectures, specialised presentations, as well as architecture and art tours. For lot 2, the ECB seeks to procure services for the provision of an online tool that allows participants to register themselves and/or a group in an open (generic login credentials, no invitee information pre-filled) and/or closed (individual login credentials, invitee information pre-filled as available) registration procedure for various types of events.

II.1.5) **Estimated total value**

II.1.6) **Information about lots**

This contract is divided into lots: yes  
Tenders may be submitted for all lots

II.2) **Description**

II.2.1) **Title:**

Provision of an online registration tool for visitors  
Lot No: 1

II.2.2) **Additional CPV code(s)**

48000000

II.2.3) **Place of performance**

NUTS code: DE712

II.2.4) **Description of the procurement:**

As part of its tasks, the DG/C is currently developing the ECB's new visitor centre and will be operating the centre as of its opening in Q4 2016. In addition to the new visitor centre offering, the ECB already provides a programme of standard lectures for interested members of the public on a regular basis as well as ad hoc presentations for specialised groups of multipliers. Furthermore, a series of architecture and art tours of the ECB's main building is also to be part of the ECB's offer for visitors. The ECB seeks to procure a service provider for an online visitor registration tool and support to enable the scheduling and to facilitate the registration and management of individual visitors and visitor groups of the ECB visitor centre, standard lectures, specialised presentations, as well as architecture and art tours.

The ECB is now looking for a provider:

- i) to provide an appropriate online visitor registration tool which supports the ECB in the process of offering event registration;
- ii) to provide, manage and maintain data storage for the registrations;
- iii) to provide ECB staff using the online tool with adequate support and training related to the online registration tool;
- iv) to provide technical support services and services related to further development of the tool or services which are directly related to the online tool.

The ECB aims at establishing a framework agreement with 1 provider for the duration of 3 years with a possible extension of 1 additional year.

All services shall be provided to the ECB in English.

All data in the context of the provision of the services shall be processed and stored exclusively in the European Economic Area.

II.2.5) **Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) **Estimated value**

II.2.7) **Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months: 36

This contract is subject to renewal: yes

Description of renewals:

Up to 1 additional year.

II.2.10) **Information about variants**

Variants will be accepted: no

II.2.11) **Information about options**

Options: no

II.2.12) **Information about electronic catalogues**

II.2.13) **Information about European Union funds**

The procurement is related to a project and/or programme financed by European Union funds: no

II.2.14) **Additional information**

II.2) **Description**

II.2.1) **Title:**

Provision of an online registration tool for events

Lot No: 2

II.2.2) **Additional CPV code(s)**

48000000

II.2.3) **Place of performance**

NUTS code: DE712

II.2.4) **Description of the procurement:**

As the currently used online tool (internally developed) to register for ECB activities will be discontinued, the ECB would like to procure services for the provision of an online tool that allows participants to register themselves and/or a group in an open (generic login credentials, no invitee information pre-filled) and/or closed (individual login credentials, invitee information pre-filled as available) registration procedure for various types of events. The online tool should be an efficient and off-the-shelf product requiring only minor adaptations.

The ECB is now looking for a provider:

- i) to provide an online registration tool to support the ECB in the process of offering event registration;
- ii) to provide, manage and maintain data storage for the registrations;
- iii) to provide ECB staff using the online tool with adequate support and training related to the online registration tool;
- iv) to provide technical support services and services related to further development of the tool or services which are directly related to the online tool.

The ECB aims at establishing a framework agreement with 1 provider for the duration of 3 years with a possible extension of 1 additional year.

All services shall be provided to the ECB in English.

All data in the context of the provision of the services shall be processed and stored exclusively in the European Economic Area.

II.2.5) **Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) **Estimated value**

II.2.7) **Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months: 36

This contract is subject to renewal: yes

Description of renewals:

Up to 1 additional year.

II.2.10) **Information about variants**

Variants will be accepted: no

II.2.11) **Information about options**

Options: no

II.2.12) **Information about electronic catalogues**

II.2.13) **Information about European Union funds**

The procurement is related to a project and/or programme financed by European Union funds: no

II.2.14) **Additional information**

**Section III: Legal, economic, financial and technical information**

III.1) **Conditions for participation**

III.1.1) **Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers**

III.1.2) **Economic and financial standing**

List and brief description of selection criteria:

The tenderers' economic and financial capacity will be assessed on the basis of their financial situation (turnover). Tenderers must meet the following minimum requirement(s):

Minimum level(s) of standards possibly required:

— The accumulated total net turnover of the tenderer over the last 3 years shall be no less than 540 000 EUR.

— The tenderer must have professional liability insurance in place.

III.1.3) **Technical and professional ability**

List and brief description of selection criteria:

The tenderers' technical and professional capacity will be assessed on the basis of the following criteria separately for each lot:

Minimum level(s) of standards possibly required:

The tenderers' experience, which will be assessed on the basis of reference contracts. Tenderers shall have performed during the last 3 financial years at least 3 similar contracts.

III.1.5) **Information about reserved contracts**

III.2) **Conditions related to the contract**

III.2.1) **Information about a particular profession**

III.2.2) **Contract performance conditions:**

III.2.3) **Information about staff responsible for the performance of the contract**

**Section IV: Procedure**

IV.1) **Description**

IV.1.1) **Type of procedure**

Open procedure

IV.1.3) **Information about a framework agreement or a dynamic purchasing system**

The procurement involves the establishment of a framework agreement  
Framework agreement with a single operator

IV.1.4) **Information about reduction of the number of solutions or tenders during negotiation or dialogue**

IV.1.6) **Information about electronic auction**

IV.1.8) **Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: no

IV.2) **Administrative information**

IV.2.1) **Previous publication concerning this procedure**

IV.2.2) **Time limit for receipt of tenders or requests to participate**

Date: 24/06/2016

Local time: 18:00

IV.2.3) **Estimated date of dispatch of invitations to tender or to participate to selected candidates**

IV.2.4) **Languages in which tenders or requests to participate may be submitted:**

English

IV.2.6) **Minimum time frame during which the tenderer must maintain the tender**

Duration in months: 6 (from the date stated for receipt of tender)

IV.2.7) **Conditions for opening of tenders**

Date: 24/06/2016

Local time: 18:00

**Section VI: Complementary information**

VI.1) **Information about recurrence**

This is a recurrent procurement: no

VI.2) **Information about electronic workflows**

VI.3) **Additional information:**

The documentation for this procurement can be downloaded from an Internet platform. If you are interested in participating in the procurement procedure please register via the Internet platform using the following Internet address, user name and password:

Internet address: <https://www.ecb.europa.eu/secure/procurement/>

User name: 001750/C/2016

Password: 896205

After you have registered an e-mail will be sent to you with a new user name and password. The Internet address will remain the same. Please use the new user name and password to download the application/tender documentation.

However, your mere registration and downloading the documentation does not constitute an application/tender. You must submit your application/tender in hard copy version to the ECB, on time, in the format requested and including the content as further instructed in the application/tender documentation.

Should you experience any problems in accessing the Internet platform for registration and/or downloading the application/tender documentation please do not hesitate to contact the ECB under the following e-mail address: [procurement@ecb.europa.eu](mailto:procurement@ecb.europa.eu) quoting the procurement number and problem experienced.

The ECB shall endeavour to answer all queries concerning access as quickly as possible but cannot guarantee a minimum response time. The ECB shall not be bound to reply to queries received less than 7 calendar days before the time limit for the submission of tenders.

The tender procedure shall be open on equal terms to all natural or legal persons resident or located in the European Union and to all natural and legal persons resident or located in a country which has ratified the World Trade Organisation Agreement on Government Procurement or has concluded with the European Union a bilateral agreement on procurement under the conditions laid down in the said agreements.

The tender procedure is conducted in accordance with Decision (EU) 2016/245 of the ECB laying down the rules on procurement (ECB/2016/2), available on the ECB website at <http://www.ecb.europa.eu/ecb/jobsproc/tenders/html/index.en.html>

<http://www.ecb.europa.eu> (please look for the link 'for suppliers').

During the tender procedure tenderers shall not contact any other ECB staff members or organisations/persons working for the ECB with regard to this tender procedure other than the person indicated in Section I.1).

Tenderers shall also not contact potential competitors unless they intend to form a temporary grouping with them or to involve them as subcontractors. Any violation of this communication rule may lead to the exclusion of the tenderer in question.

VI.4) **Procedures for review**

VI.4.1) **Review body**

Procurement Review Body of the European Central Bank, c/o Legal Advice Team  
Sonnemannstraße 20  
Frankfurt-on-Main  
60314  
GERMANY  
Telephone: +49 6913440  
Fax: +49 6913446886  
Internet address:<http://www.ecb.europa.eu>

VI.4.2) **Body responsible for mediation procedures**

European Ombudsman  
1 avenue du Président Robert Schuman  
Strasbourg  
67001  
FRANCE

VI.4.3) **Review procedure**

VI.4.4) **Service from which information about the review procedure may be obtained**

Central Procurement Office  
Sonnemannstraße 20  
Frankfurt-on-Main  
60314  
GERMANY  
Telephone: +49 6913440  
Internet address:<http://www.ecb.europa.eu>

VI.5) **Date of dispatch of this notice:**

20/05/2016